Cloud Mountain EF2002-New

Cloud Mountain 50 Inch Electric Fireplace Instruction Manual

Model: EF2002-New

1. Introduction

This manual provides essential information for the safe installation, operation, and maintenance of your Cloud Mountain 50-inch electric fireplace. Please read all instructions carefully before assembly and use to ensure proper function and safety.

The Cloud Mountain 50-inch electric fireplace is designed for both wall-mounted and in-wall recessed installations, offering a sleek, ultra-thin profile. It features adjustable heat settings (700W/1400W), multiple flame color options, and convenient dual control via a control panel and remote.



Image 1.1: Cloud Mountain 50-inch electric fireplace in a living space.

2. Important Safety Information

Always follow basic safety precautions when using electrical appliances to reduce the risk of fire, electric shock, and injury to persons.

- Read all instructions before using this fireplace.
- This fireplace is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, and curtains at least 3 feet (0.9 m) from the front of the fireplace and keep them away from the sides and rear.
- Extreme caution is necessary when any heater is used by or near children or invalids and whenever the fireplace is left operating and unattended.
- Do not operate any fireplace with a damaged cord or plug, or after the heater malfunctions, has been dropped, or damaged in any manner.
- Do not run cord under carpeting. Do not cover cord with throw rugs, runners, or similar coverings. Arrange cord away from traffic area and where it will not be tripped over.

- Connect to properly grounded outlets only.
- Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire, or damage the fireplace.
- To prevent a possible fire, do not block air intakes or exhaust in any manner. Do not use on soft surfaces, like a bed, where openings may become blocked.
- This fireplace includes an auto-heat kill safety feature to prevent overheating. If the unit overheats, it will automatically shut off. Unplug the unit and wait 10 minutes before plugging it back in.



Image 2.1: Safety warnings for electrical and heat hazards.

3. Package Contents

Carefully unpack all components and check against the list below. Ensure all items are present and undamaged before proceeding with installation.

- Electric Fireplace Unit
- Remote Control
- Wall Mount Brackets
- Mounting Hardware (screws, anchors)
- Log Set
- Acrylic Crystals
- Instruction Manual



Image 3.1: Fireplace components and remote control functions.



Image 3.2: Decorative media options: Acrylic Crystals and Logs.

4. Setup and Installation

The Cloud Mountain 50-inch electric fireplace supports both wall-mounted and in-wall recessed installations. Choose the method that best suits your space.

4.1 Wall-Mounted Installation

1. Select a suitable location on a wall, ensuring it is away from combustible materials and has access to a grounded electrical outlet.
2. Using the provided wall mount brackets, mark the desired height and level position on the wall.
3. Drill pilot holes and secure the wall mount brackets to the wall using the appropriate mounting hardware (screws and anchors). Ensure the brackets are firmly attached to wall studs if possible.
4. Carefully lift the fireplace unit and hook it onto the installed wall mount brackets. Ensure it is securely seated.
5. Install the decorative media (logs or crystals) into the media bed of the fireplace.

4.2 In-Wall Recessed Installation

1. Construct a framed opening in your wall that matches the dimensions specified in the 'Specifications' section (refer to Image 4.1 for detailed dimensions). Ensure there is adequate clearance around the unit for ventilation.
2. Ensure the framed opening is structurally sound and can support the weight of the fireplace.
3. Carefully slide the fireplace unit into the framed opening.
4. Secure the fireplace to the framing using appropriate screws through the designated mounting points on the unit.
5. Install the decorative media (logs or crystals) into the media bed of the fireplace.

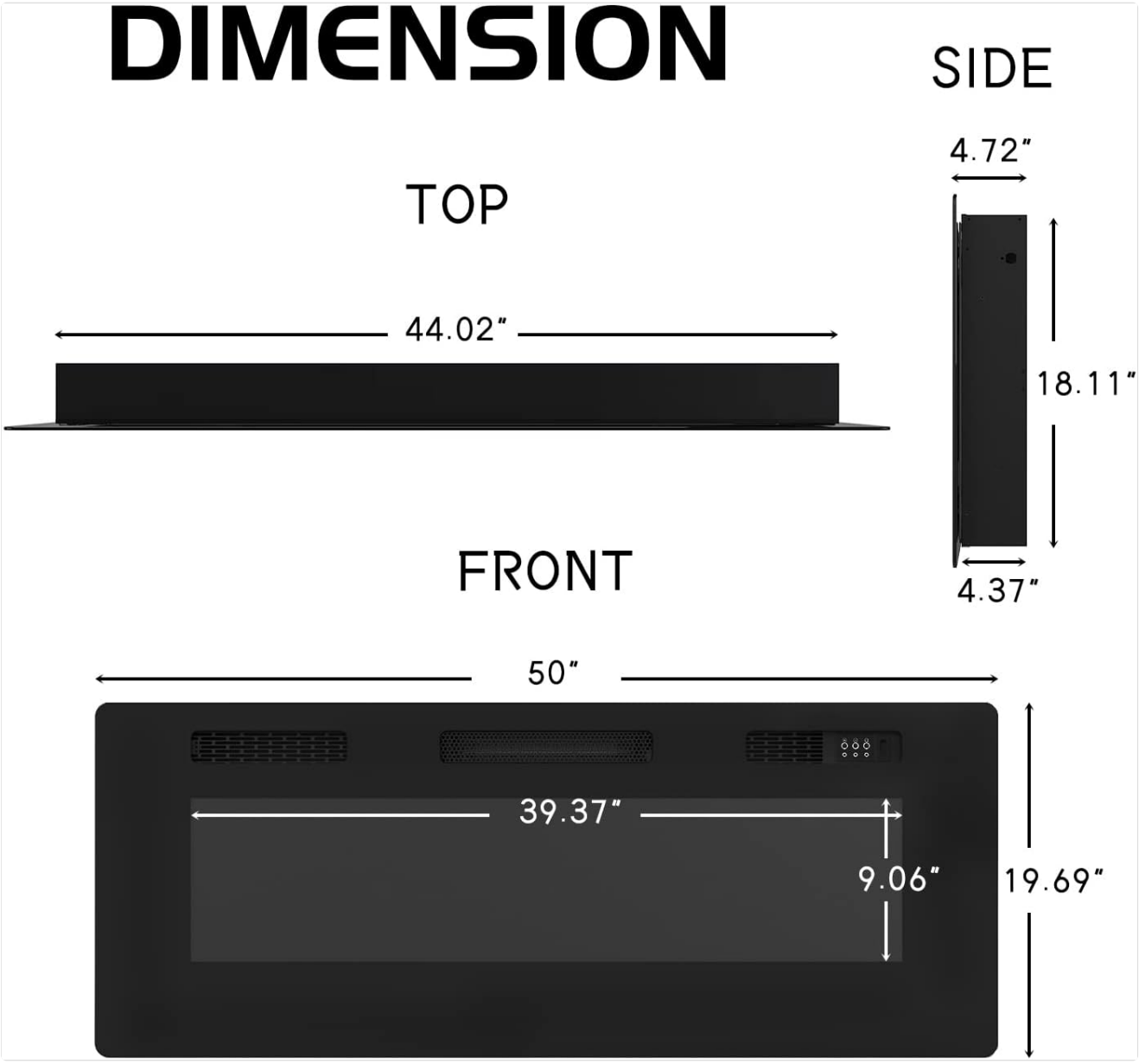


Image 4.1: Product dimensions for installation planning.

5. Operating Instructions

Your Cloud Mountain electric fireplace can be operated using the control panel on the unit or the included remote control.

5.1 Control Panel Operation

The control panel is located on the right side of the fireplace unit. It includes buttons for power, flame color, and

heat settings.

- **Power Button:** Press to turn the fireplace ON or OFF.
- **Flame Color Button:** Press to cycle through the available flame color options.
- **Heater Buttons (700W/1400W):** Press to activate the low (700W) or high (1400W) heat setting. Press again to turn off the heater.

Image 5.1: Fireplace control panel.

5.2 Remote Control Operation

The remote control provides convenient operation from a distance. Ensure the remote has working batteries installed.

- **Power Button:** Turns the fireplace ON or OFF.
- **Flame Color Button:** Cycles through 10 different flame color options.
- **Heater Buttons (700W/1400W):** Activates the low (700W) or high (1400W) heat setting.



Image 5.2: Remote control and available flame colors.



Image 5.3: Activating flame effects with the remote.

5.3 Heat Settings

The fireplace offers two heat settings: 700W for lower heat output and energy saving, and 1400W for higher heat output. Select the desired setting based on your comfort needs.



Image 5.4: Heat output options.

6. Maintenance

Regular maintenance ensures the longevity and optimal performance of your electric fireplace.

- **Cleaning:** Always unplug the fireplace before cleaning. Use a soft, damp cloth to clean the exterior surfaces. Do not use abrasive cleaners or sprays.
- **Ventilation:** Ensure the air intake and outlet vents are clear of dust and debris. Periodically vacuum these areas to maintain proper airflow.
- **Light Bulbs:** The flame effect uses LED technology, which typically does not require replacement. If issues arise, contact customer support.
- **Storage:** If storing the fireplace for an extended period, unplug it and store it in a dry, dust-free location.

7. Troubleshooting

Refer to the following table for common issues and their solutions.

Problem	Possible Cause	Solution
Fireplace does not turn on.	No power, main switch off, remote batteries dead.	Check power cord connection. Ensure main power switch on unit is ON. Replace remote batteries.
No heat output.	Heater not activated, safety cut-off engaged.	Press heater button on unit or remote. Unplug unit for 10 minutes to reset safety cut-off if overheated.
Flame effect not working.	Flame effect off, internal issue.	Press flame button on unit or remote. If issue persists, contact customer support.

Problem	Possible Cause	Solution
Remote control not working.	Dead batteries, obstruction, out of range.	Replace batteries. Ensure no obstructions between remote and fireplace. Operate within recommended range.

8. Specifications

Feature	Detail
Brand	Cloud Mountain
Model Name	50" Electric Fireplace Recessed 4.72" Ultra Thin Insert (EF2002-New)
Product Dimensions	50 x 19.69 x 4.72 inches (Width x Height x Depth)
Item Weight	44 pounds
Material	Stainless Steel
Color	Black
Heat Settings	700W / 1400W
Installation Type	Wall Mounted & In-Wall Recessed
Control Method	Control Panel, Remote Control
Special Feature	Corded, Auto-Heat Kill Safety
Included Components	Log, crystal, electric fireplace

9. Warranty and Support

Cloud Mountain provides a one-year warranty for this product. We are committed to customer satisfaction. If you encounter any issues or have questions, please contact our customer support.

- **Warranty Period:** One (1) year from the date of purchase.
- **Returns:** Purchases may be returned within 30 days if unsatisfied for any reason.
- **Customer Support:** For assistance, please visit the Cloud Mountain Store on Amazon or refer to your purchase documentation for direct contact information.

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Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

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